



Week 4

What went well?

The progress I made; what was achieved and done

At the start of this week we obtained training on how to guide our volunteers and project management. And through the application of the training received we were able to better organise and design the project. During the week, we created the WhatsApp group chat for our volunteers and greeted them for the first time, and received considerable positive response. Meanwhile, we prepared the material needed for our first meeting with the volunteer by creating a powerpoint and some infographics to help them better understand our project and their tasks. We divided them into three different areas so that we could better track their progresses. The briefing session was held on Friday and seven of our volunteers attended the meeting, which was a nice turnout.

Spontaneously, our team began to go on the street and talk to coffee shop owners. We designed a flyer in Spanish in response to the language barrier. It explained the project and what coffee shops needed to if they were willing to enrol in the project to contribute their tetra paks to Grupo Promesa. We made encouraging progress by talking to nearly 10 coffee shops in Roma Norte, and collected several hundred tetra paks from them. Team work was harmonious and enjoyable. On Thursday, I had a follow up meeting with Vania, the delegate from the organisation, which cleared some logistical concerns.

What could have been done differently?

Things that did not get done and/or could be changed

Retrospectively, we should have established a more effective communication system with the volunteers. Instead of only sending notice in the group chat, we could have individually contact and communicate with them, so that we could better track their progress and keep them motivated. Also, we should double confirm the logistic with Promesa, be clear as of what would happen if the coffee shop was willing to enrol, the collection date and time and so on. As we were ourselves unclear on these details, we gave some wrong information to our volunteers which led to some confusions that could have been avoided.

What did I learn about myself when working with others?

Contributions, behaviours and values I exhibited

I involved myself both in the ground work and the filed work of the project. I did the design of the infographic, the initial talking with Nidaria, and the talking with the coffee shop. I exhibited the determination to complete the project, the diligence in working, and the consideration towards others. I found myself patiently listen to the concerns of the coffee shop owners and try my best to resolve them. In our team we had a relatively clear task division to avoid the duplication of work and ensure the work efficiency.

What did I learn about leadership?

Leadership attributes and insights I developed

This week I understood that compassion is an essential feature of leadership development. When communicating with the volunteers, it was important to be considerate about their schedule and availability. Also, in order to ensure the effective communication and cooperation, we need to listen to their concerns and answer the possible questions they may have. On the other hand, when talking to the coffee shops, similar rules apply that as a NGO we need to be responsive for their logistical concerns and also not to disturb the normal business. Also, we practice our research and project management skills, adjusting our measures based on our evaluation of our previous works.

What do I want to develop or focus on next?

What I still need to develop

In next week our project will be put into full practice. Therefore, it is necessary to clear all the logistical concerns with Promesa, and communicate the information to our volunteers. Also, we need to develop a feedback system for our volunteers so that they could update their progress and we could consolidate all the informations. We also need to update our flyers as we found out some basic spelling mistakes.